

March 2003



Coatesville

Medical Center

Work Restoration

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We must accept
finite disappointment,
but never lose infinite
hope.

~Martin Luther King, Jr.

Job Stress Management Tips to Start Today

by Susan Bryant

Stress. Pressure. Anxiety. Tension. Whatever you call it, there is no shortage of it in today's fast-paced, technologically advanced workplace. Consider these statistics:

- Stress-related disorders are fast becoming the most prevalent reason for worker disability according to the National Institute for Occupational Safety and Health.
- Job stress and related problems cost American companies an estimated \$200 billion or more annually through absenteeism, turnover, accidents, etc.
- The World Health Organization calls job stress a "worldwide epidemic."

Obviously stress has a powerful impact on us. Can we eliminate the stressors of modern work life? No -- and it's a good thing we can't. We need a certain degree of stress in our lives to spur us to action, challenge our perception of what we are capable of, and help us reach new levels of performance. The trick is learning how to manage the stress versus being overwhelmed by it.

Bill Delano, founder of Job Stress Help, an Internet service that provides confidential, individualized advice via email to those experiencing job stress, has these suggestions:

In with the Good Air, Out with the Bad

Take a breathing break. Frequent short breaks during the day allow you to breathe deeply and relax your mind, preventing stress build-up.

Know the Enemy

What, exactly, is stressing you out? Is it your job? Your home life? Your relationships? Without knowing the root of the problem, you are unlikely to resolve it. If you are having difficulty identifying the source of your stress, seek professional help from your Employee Assistance Program or a mental health professional.

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Local Public Transportation



Bus Service: KRAPF'S TRANSIT (610-431-6015 or

WWW.Krapfbus.com)

The "Coatesville Link" provides transportation to and from Coatesville between 6:47 am to 6:47 pm. A bus stop shelter for the Link is provided in front of bldg #2.

The "A Route" provides transportation along business route 30 from Coatesville to Exton and then continues south along 100 to West Chester between the hours of 5:26 am to 10:00 pm for most destinations.

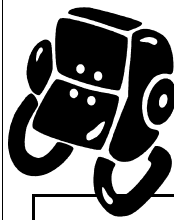
Taxi Service

Downingtown Cab provides taxi service to the general Coatesville area from 6:00 am to 4:30 pm. (Information, 610-384-2900)

Rainbow Cab provides taxi service in the general West Chester area. (Information, 610-696-6060)

For assistance in utilizing public transportation for employment related activities contact:

Dave Berk 610-384-7711 ext. 5669
Bill Luff 610-384-7711 ext. 5670



Telephone Numbers

Kathy Renfro	5287
Dave Berk	5669
Neil Cholminsky	5284
Jeff Drexel	4311
Flower Shop	5276
Greenhouse	5292
Charity Illes	5274
Bill Luff	5670
Al Morton	4859
Sandy Nielsen	5276
Leslie Nissley	2251
Bob Seiberling	5288
Bev Smith	5289
Marsha Watson	2254

March 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Calendar Legend:



Veteran Industries Pay Days

Pick up from the Agent Cashier
Thursday 8:15 am to 3:00 pm
Friday 8:15 am to noon

Move It or Lose It

Begin an exercise program. Exercise helps release endorphins, which relieves stress.

Let Go

Recognize the difference between the things you can control and the things you cannot. Make a list of these two categories. Starting today, make a pact with yourself to stop stressing about the things in your job you have no control over.

Beware of the To Do List

Take note of all the good work you do and give yourself credit for it. Set short-term goals and allow yourself to take satisfaction in achieving them.

Develop a Tough Skin

Try not to personalize any criticism you receive. Look at negative comments as constructive criticism that allows you to improve your work. If however, the criticism is verbally abusive, e.g., your boss yells at you or uses vulgar language, discuss this problem with your manager or human resources department.

Share the Load

Delegate or share work whenever possible. Don't fall into the trap of thinking you are the only person who can do the job right. Your coworkers and boss might start to buy into that concept as well.

Don't Make Work a Four Letter Word.

Job stress builds when our minds are constantly focused on work. Strive for balance in your life. Make time for family, friends, hobbies and, most importantly, fun.

Know Your Rights

Read the Guide to Workplace Law by the American Bar Association. It's important to know your rights as an employee or employer.

Although learning to manage a stressful job is important, sometimes it makes more sense to leave it. How can you determine when it's time to give your job the heave-ho? You know it's time to quit when:

1. You've tried all the appropriate channels and methods for resolving your situation, to no avail (or the appropriate channels are not made available).
2. Your boss is intimidating, disrespectful or demeaning to you.

You are so bored on the job that you are exhausted by the end of the day. If you don't have an upwardly mobile career path that challenges you to grow professionally, it's time to look for a more interesting position.

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Health and Safety Reminders

1. Make sure you discuss with your work site supervisor proper fire and severe weather evacuation procedures.
2. Discuss with worksite supervisor protective clothing and wear as recommended.
3. Report any unsafe work conditions or potentially unsafe conditions.
4. Report any injuries to your worksite supervisor immediately and to a member of the Work Restoration staff.